

## Transcript: Pamela

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### Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? My name's Hillary, and I'm looking to try to see a list of covered doctors. I'm on the portal and it's, there's no, like, area to lo- look, look for that. Okay. So, are you in the portal Multi- MultiPlan? The what? Um, do you check MultiPlan? That's where you're I- checking at, on? I'm at mybenefitsandacard.com. No, we are- Enrolled. ... we are the administrator for the health benefits. What you need to be looking on, uh, multiplan.com. If you would like, I'll a- also chat for you there. That's where you're going to be finding the providers that you could go- Okay, and this, this is the same login? Or, what, what- No, you don't, um, you don't need a login there. Okay. You're gonna look up, um, by your benefits, I mean, by your ZIP code. So, what if my ZIP code... I, I, so I'm moving and do I just put my new ZIP code in? Yeah, wherever you think is closest to you. Okay. Right. It's saying to, there's a portal login, but I don't need to do that? No. If you check on the page, that's, I believe it, it's in the lower, um, part of MultiPlan, if I'm not mistaken. That's where you're gonna find, um, provider lookup, or s- I think that's how it, it says. Um... Um, I don't see it. Yeah, there's not like a provider lookup. It just says portal login. On MultiPlan? Did you go to multiplan.com? It's, well, it says Claritive. It says MultiPlan is now Claritive. Bear with me. Let me double-check. Okay. I... Ma'am? Yes. When I open multiplan.com- Mm-hmm. Or you should, um, it goes straight to MultiPlan and it tells you, uh, directories to be included- ... if we create a provider directory. I mean, it'- Okay. I think I found it, but now it's asking me to choose a network and I'm not sure which one to choose. Uh. Choose MultiPlan. But I- And then, the first one, and then select- But I- ... limited, limited benefits plan. Okay. Thank you. All right. Anything else I can do for you? No, that's it. Thank you. All right. Have a great rest of the day. Thanks.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: My name's Hillary, and I'm looking to try to see a list of covered doctors. I'm on the portal and it's, there's no, like, area to lo- look, look for that.

Speaker speaker\_0: Okay. So, are you in the portal Multi- MultiPlan?

Speaker speaker\_1: The what?

Speaker speaker\_0: Um, do you check MultiPlan? That's where you're I- checking at, on?

Speaker speaker\_1: I'm at mybenefitsandacard.com.

Speaker speaker\_0: No, we are-

Speaker speaker\_1: Enrolled.

Speaker speaker\_0: ... we are the administrator for the health benefits. What you need to be looking on, uh, multiplan.com. If you would like, I'll a- also chat for you there. That's where you're going to be finding the providers that you could go-

Speaker speaker\_1: Okay, and this, this is the same login? Or, what, what-

Speaker speaker\_0: No, you don't, um, you don't need a login there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You're gonna look up, um, by your benefits, I mean, by your ZIP code.

Speaker speaker\_1: So, what if my ZIP code... I, I, so I'm moving and do I just put my new ZIP code in?

Speaker speaker\_0: Yeah, wherever you think is closest to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right.

Speaker speaker\_1: It's saying to, there's a portal login, but I don't need to do that?

Speaker speaker\_0: No. If you check on the page, that's, I believe it, it's in the lower, um, part of MultiPlan, if I'm not mistaken. That's where you're gonna find, um, provider lookup, or s- I think that's how it, it says.

Speaker speaker\_1: Um... Um, I don't see it. Yeah, there's not like a provider lookup. It just says portal login.

Speaker speaker\_0: On MultiPlan? Did you go to multiplan.com?

Speaker speaker\_1: It's, well, it says Claritive. It says MultiPlan is now Claritive.

Speaker speaker\_0: Bear with me. Let me double-check.

Speaker speaker\_1: Okay. I...

Speaker speaker\_0: Ma'am?

Speaker speaker\_1: Yes.

Speaker speaker\_0: When I open multiplan.com-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Or you should, um, it goes straight to MultiPlan and it tells you, uh, directories to be included- ... if we create a provider directory. I mean, it'-

Speaker speaker\_1: Okay. I think I found it, but now it's asking me to choose a network and I'm not sure which one to choose. Uh.

Speaker speaker\_0: Choose MultiPlan.

Speaker speaker\_1: But I-

Speaker speaker\_0: And then, the first one, and then select-

Speaker speaker\_1: But I-

Speaker speaker\_0: ... limited, limited benefits plan.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: All right. Anything else I can do for you?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: All right. Have a great rest of the day.

Speaker speaker\_1: Thanks.